IN THE ABSTRACT

Line 21   Please delete "Fig. 2".

REMARKS

This Preliminary Amendment amends Claims 3, 6, 8, 9, 11, and 14 so that these claims are no longer multiply dependent. The Applicant may elect to amend Claims 3, 6, 8, 9, 11, and 14 to make them again multiply dependent or to add additional claims to this application to provide coverage similar to, broader than, or narrower than the present claims at any time during the pendency of the above-identified U.S. application.

Respectfully submitted,

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Abstract

A process for handling communications and transactions with at least one
server that is prepared to accept at least one associated command. A local agent
includes means for receiving an abstract request from a user, that is to say a
request that only includes partial information regarding the particular service that is
desired. The local agent includes means for analysing that abstract request and for
mapping it to one corresponding server, and one particular command for accessing
that server. The local agent then constructs an aggregate request that is based on
that particular command, and further including additional information that the agent
extracts from a local profile. This results in an aggregate request that is transmitted
through the network to the corresponding server. The server may then process the
aggregate request and provides a comprehensive response which, when received
by the local agent, can then be forwarded to the user for the purpose of completing
the transaction. Alternatively, the local agent may determine the occurrence of a
predetermined condition of insufficient resources for initiating the preparation of a
contextual request for transaction.

Fig. 2